

Comcast Cable Services Outage

In all cases, please unplug only the electricity/power from the Comcast devices.

When overall Comcast Services are not working properly or is “Out of Service”

- Unplug Electricity from the **Optical Network Unit**¹ – device with 3 green lights. This unit is usually in the garage.
- Wait 30 seconds
- Re-plug the electricity to the Optical Network Unit and wait for the 3 green lights to be visible again
- Unplug Electricity from the **Gateway/Modem**². This unit is in the house at a central location.
- Wait 30 seconds
- Re-plug the electricity to the Gateway/Modem
- The Gateways/Modem will reboot in ~2 Minutes (the light will start off solid, blink and then solid again)
- If this does not resolve the issue, please call Comcast @ 800 XFINITY

¹ An optical network unit (ONU) is a device in a fiber-to-the-home (FTTH) network that converts optical signals to electrical signals for use by end-users, such as a "fibre box" in a home. It serves as the interface between the provider's optical fiber and a home or business network, supporting services like internet, IPTV, and voice. While the terms ONU and ONT (Optical Network Terminal) are often used interchangeably, ONU is typically associated with IEEE standards, while ONT is used with ITU-T standards.

² A gateway is an all-in-one device that combines the functions of a modem and a router. A modem connects your home network to your internet service provider (ISP), while a router creates a local network and distributes the internet connection to your devices via Wi-Fi or Ethernet. Using a gateway simplifies your setup as it is a single unit that performs both tasks, whereas a separate modem and router requires two devices to be connected.